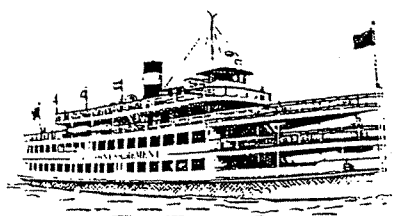
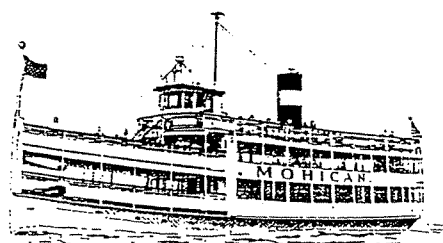


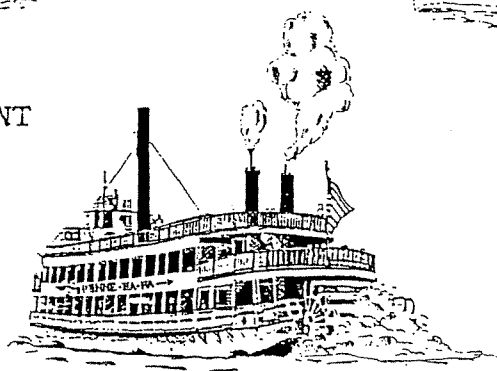
The Employee Handbook
of the
Lake George Steamboat Company



CRUISE SHIP
LAC DU SAINT SACREMENT



MOTOR VESSEL
MOHICAN II



STEAMWHEEL STEAMBOAT
MINNE-HA-HA II

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IMPORTANT BOOKLET PURPOSES

The first purpose of this booklet is to welcome our new personnel aboard the vessel of the Lake George Steamboat Company. The Company began operating steamboats in 1817 and is the oldest passenger carrying Steamboat Company in the world. We have been successful because we operate fine vessels and have the very best personnel. We will continue successfully for those reasons.

The second purpose is to clearly explain the benefits and responsibilities which come to everyone working with the Company. When you understand the contents of this booklet and become acquainted with your fellow workers and our vessels, I am sure you will be as proud of the Steamboat Company as all of us have always been.

Third, and important, the success of the Lake George Steamboat Company is based upon giving the public a safe, interesting, clean and happy experience cruising on Lake George. We are intensely proud of our vessels which we consider a statement to the world of our American Heritage. If we are to continue to succeed in our objectives our personnel must not only be proficient in their jobs, they must also compliment our offering by appearing clean and being polite and helpful to our passengers.

Lastly, and of great importance, common courtesy, both to passengers and fellow employees, is an expected part of all employees' behavior. Be especially watchful of passengers at all times. Always be courteous and ready to give a helping hand.

Welcome Aboard,

A handwritten signature in black ink that reads "Bill Dow". The signature is written in a cursive, slightly stylized font.

William P. Dow
President

SCOPE OF THIS HANDBOOK

This handbook is only a summary of our policies and benefits. Any of these policies are subject to change. Additional information concerning specific programs is available through your supervisor, department head or the Lake George Steamboat Company business office on the Steel Pier.

For convenience we are using the pronoun *he* editorially in many instances throughout the handbook to refer to both male and female genders.

Continuing our prior policy, this handbook is not an employment contract, and employees are hired at will; it in no way affects either our right or your right to terminate our work relationship. The Steamboat Company reserves the right to change, adjust or delete any benefits and policies at any time. Employees will be notified accordingly.

This booklet provides only a general guide to operations at the Lake George Steamboat Company and is not a legal contract. It is not possible to anticipate all situations that may arise. Accordingly, in every situation the Steamboat Company reserves the right to act as it deems to best serve the operation of its business as well as the ends of equity and fairness.

NEW PERSONNEL

Equal Employment Opportunity

The Lake George Steamboat Company is committed to the principals of Equal Employment Opportunity. Decisions for employment and promotion are based on merit and performance and insure equal opportunity in all aspects of employment. All decisions and considerations are made without regard to race, color, religion, sex, national origin, age, disability, political affiliation or marital status. Every Lake George Steamboat Company employee is expected to conduct himself in a manner consistent with this policy. Any job applicant or employee may appeal directly to the General Manager for review and correction of any action which does not conform to these principles.

Eligibility for Employment

Under the Immigration Reform and Control Act of 1986, every Company is required to verify the employment status of anyone hired after November 6, 1986. The law says that only American citizens and aliens who are authorized to work in the United States can be hired.

It will be necessary for all potential employees to complete verification requirements (Form I-9) prior to starting work with our Company. Details of what information is necessary to comply are available from your supervisor, department head or the Lake George Steamboat Company business office.

Departments

Our Company is divided into two divisions and eleven departments with each managed by a department head. Each new employee will work in one of the following areas:

Operations Division

1. Vessels, Officers & Deck Crew
2. Engineering, All Vessels
3. Food & Beverage on All Vessels, Includes Warehouse, Station Food & Beverage
4. Gift Shops Aboard Ships and the Steamboat Market Place
5. Photography (operated by Sharpshooter Spectrum Imaging)
6. Parking and Grounds
7. Adirondack Brochure Distributors
8. Boardwalk Restaurant and Marina

Financial & Administrative Division

1. Administration
2. Sales/Advertising
3. Accounting
4. Ticket Office Operations

Transfers Between Departments

Transfers can be made only after receiving the approval of both the department heads involved and the General Manager.

Applications and Tax Forms

Each new employee must completely fill out a job application and both State and Federal Withholding statements. These forms must be signed and received by the administrative office (Dock Building, Second Floor) before your first paycheck is issued.

Our pay week begins on Monday and ends on Sunday of the following week. Checks (dated Friday) are not available until after 3:00 p.m. Thursday from your department head.

Standard Deductions on Your Check

FICA :

This abbreviation stands for Federal Insurance Contributions Act, commonly called, "Social Security". The Company contributes equally with you to provide for your retirement and for your dependents in the event of your death. The amount of your benefits depends on your average wage.

Federal Income Tax:

This is usually called "withholding tax". Every employee must pay these taxes and the Company is responsible for collecting the money from you and turning it over to the government.

State Income Tax:

This is also called "withholding tax". All wages earned in New York are subject to New York income tax withholding. The Company is responsible for withholding the money from the employee's paycheck and remitting it to the Secretary of Revenue and Taxation.

SAFETY

We consider the safety of both Steamboat Company personnel and our passengers to be our number one priority aboard all our vessels and on our landside properties. When any person comes into the employ of the Steamboat Company, he or she assumes, as part of their duties, a part of our burden for the safety of persons on the vessels and docks of the Steamboat Company. The following are our basic regulations and precautions:

A. General Rules Aboard Vessels

- a) Employees must make themselves aware of any condition aboard the vessels which might result in personal injury. Keep your eyes and minds open. The condition of the decks, of safety equipment, or machinery, and of all components of the vessels' operation must receive your attention. If you come across a condition which you consider "unsafe" and you are not able to immediately correct the condition, you must report the problem to your immediate supervisor and the captain. If the problem remains uncorrected you must go to your department head, or if necessary, the general manager.
- b) Any injury, regardless of how trivial you might consider it, to either an employee or a passenger must be immediately reported to the captain of the vessel. Following reporting, an employee must remain with the injured party until they receive proper aid and attention.
- c) Jumping over the railings from the boats to the wharves is strictly forbidden. All employees must use the gangways.

If any passengers attempt to jump over the rails the nearest crewmember must stop them.
- d) Shoes worn by employees must be of a type suitable to the employee's work aboard the boats. In the interest of safety, thongs, flip-flops, high heels or bare feet are not permitted aboard the boats. Gift Shop and Purser's personnel must obey this rule.
- e) Do not allow passengers or other crewmembers to sit on vessel's safety rails.
- f) Keep stairways and decks clear of debris or obstacles. All spills and puddles must be cleaned immediately.

B. Emergency Rules

- a) All employees on board the vessels must know their stations (duties) in shipboard emergency drills.

A station bill is posted on each vessel listing each employees' station and duties.

Your supervisor will instruct you on how to perform your emergency duties. If you have any questions as to what is required of you, ask your supervisor or the vessel's captain.

- b) Emergency drills will be conducted periodically on each vessel under the captain's supervision. All employees aboard the vessel are required to participate in these drills.

C. Training

Marine and non-marine crew training is the essential link in the Lake George Steamboat Company safety program. Ship officers, department heads and supervisors are the key to the training of all Company employees. Attitude and example are the most important aspect in safety and crew training and being positive in these areas will make the job easier and the vessels safer. Proper training does help prevent accidents. Training crewmembers to become more "a part of the team" and efficient in safety and accident prevention is the purpose of the training programs we have instituted at the Lake George Steamboat Company.

RULES AND REGULATIONS

Dress and Grooming

The Lake George Steamboat Company expects all personnel to be neat and clean in appearance and dress. Our personnel must not only be proficient in their jobs, they must also compliment our cruise offerings by appearing clean and being polite and helpful to our passengers. We are constantly in the public eye and our first efforts are to please the public whom we invite on board. Acceptable dress and grooming standards will be determined by your department head. The Steamboat Company's basic guidelines are as follows:

1. Clothing worn will be appropriate to the job in which an employee is engaged and will be determined by the employee's department head. Clothing must be clean and neat at all times, particularly when performing your duties in the presence of passengers.
2. Shoes worn by employees must be of a type suitable to the employee's work aboard the boats. In the interest of safety, thongs, flip-flops, high heels or bare feet are not permitted aboard the boats. Gift Shop and Purser's personnel must obey this rule.
3. Hairstyles should be conservative; extreme looks such as shaving, sculpting or carving the head or spiking hair is not permitted.
4. It is expected that males will shave each day. Groomed beards and mustaches are permitted. Department heads enforce appearance standards.
5. Insure that you personally maintain basic sanitation standards. In general, care should be taken so that hair, face and hands are clean.
6. No employee may wear nose, eyebrow, tongue, teeth, navel, or toe jewelry. Male employees coming into daily contact with our passengers may not wear earrings.
7. Sunglasses are a block to friendly and helpful communications with our passengers and must not be worn when passengers are about. Silver coated or reflective lenses are never acceptable.

Cash Register Operations

New, as well as returning employees, will be instructed on Purser Department Procedures.

1. Handling of Banks

All cashiers will receive their beginning banks at the Purser's office on the second floor of the administration building located at the center of the dock. At the time of

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Cash Register Operations

New, as well as returning employees, will be instructed on Purser Department Procedures.

1. Handling of Banks

All cashiers will receive their beginning banks at the Purser's office on the second floor of the administration building located at the center of the dock. At the time of

pick-up, while in the purser's office, each cashier will count, verify and sign for their respective banks.

The cashier is then responsible for his or her bank and all sales recorded on the register tape while using that bank. The cashier is also responsible for sales recorded through the use of numbered roll tickets and all sales represented by credit card slips and vouchers. The cashier is also responsible for the security of all register monies when on break, lunch, replenishing supplies or obtaining register change.

At the end of each cashier's shift, with the exception of ticket sellers in the lighthouse building, that cashier will stand by their register until the purser or assistant purser rings out their register and collects both the register tapes and monies. The ticket sellers in the lighthouse building will, at the end of their shift, take their bank, tapes and monies back to the purser's office. Each cashier must legibly sign their cashier's tapes/ticket sale printouts upon turning them over to the purse. Any negligence or carelessness in the above procedures may result in immediate dismissal.

2. Overages and Shortages

The purser will determine, based on his or her records, which includes reconciliation of cash with the register tapes, when a cash register operator is negligent or careless in performing his duties. The purser, in this determination, will take into consideration all factors involved including over rings, volume handled, etc. Large overages and shortages and/or consistent overages and shortages will result in termination of employment. Overages are just as serious as shortages. Unexplainable and irreconcilable shortages and overages may result in dismissal. The Company reserves the right to collect shortages from the employee.

3. Policy Regarding Cash Reconciliation

- A) Any two (2) cashiers working the same register share in the responsibility equally for the register, including overages and shortages.
- B) Overages in cash turned in versus register totals are regarded in the Lake George Steamboat Company as irreconcilable items. Overages are just as serious as shortages.
- C) The food and beverage, gift shop, ticketing, photo and station managers will be working closely with the purser's department in evaluating serious overages and shortages on a daily basis. Shortages or overages may result in dismissal. Managers will also have available to them a weekly sheet indicating the frequency of overages and shortages.
- D) Verification of any one (1) or more registers per cruise or shift may be done at the discretion of the department manager or the purser on duty. Verification consists of the purser on duty ringing out a register, removing all monies from that register and, on the spot, issuing a new bank.

- E) Any problems regarding register operation should be referred to their immediate supervisor. If the problem is not resolved, notify the purser on duty.
 - F) Over rings and mistakes. In such instances the whole transaction must be circled on the tape with the word "void" written on the tape. The voided transaction must be legible to the purser. The proper transaction should then be entered into the register. The making up of an over ring by not ringing up subsequent sales is forbidden and will result in dismissal.
 - G) Each sale should be rung up on the register at the time it occurs. To accumulate monies and/or complimentary buffet or cocktail tickets or a later ringing into the register is forbidden. This will result in dismissal.
 - H) Your cash drawer is to be maintained in an organized manner at all times.
 - I) Operating a register with an open drawer will result in dismissal.
 - J) On the SAINT SACREMENT. Cruise only passengers, once aboard, may choose to purchase the lunch or dinner buffet service. Such sales are encouraged, must come through the dining room manager on duty and will be rung into the bar register (using the food key) on the first deck.
 - K) On the MINNE-HA-HA. Receipts will be given to all passengers making purchases at the snack bar. Signs will be posted over snack bar noting this policy.
 - L) Any violation of the Company's policies regarding cash register operations and reconciliation may result in dismissal. In addition, the Company reserves the right to collect any shortages from the employee.
- *** All personnel decisions of the purser and the department managers with regard to cash register operations and reconciliation can be referred to the general manager for review.

Tardiness and Absenteeism

If, for any reason, you cannot report to work on time, you should call in advance and ask to speak to your department head or supervisor on duty. **Never** send messages by friends or other employees and speak **only** to your department head or supervisor. Tardiness will, like absenteeism, be a factor in appraising your dependability and may result in immediate dismissal.

Due to New York State manning requirements in the case of deck crew and engine crew tardiness and absenteeism will not be tolerated and will result in immediate dismissal by the vessel captain.

Crews Quarters

The following regulations apply to those employees sleeping aboard the vessel during the operating season:

1. Crew's quarters must be maintained in an orderly fashion and cleaned each and every day. Employees living aboard will be required to keep their living quarters clean and orderly, or you will be asked to find lodging elsewhere.
2. Each person staying aboard must be responsible for his belongings and keeping his own area clean and tidy, or he will be told to look for a room elsewhere.
3. The Lake George Steamboat Company is not responsible for any personal possessions - money, clothes, etc. Best to trust no one - use a locker and padlock.
4. No alcohol or drugs on board. Violation of this rule will result in dismissal.
5. Only those personnel living aboard your vessel are allowed in the crew's quarters.
6. During working hours the Captain of each vessel supervises his respective crew's quarters. During non-operating hours the senior man aboard supervises the crew's quarters and the Company's night watchmen (off-duty deputies of the Warren County Sheriff's Department) monitor the crew's conduct aboard the vessel.
7. No girls ever in crews' quarters. No girls on board the boats after work.
8. Each crewmember, in the three ships' crews quarters, must respect the other crewmembers' rights to relax and rights to a good night's sleep. Noise must not become a concern; there will be no late night noise.
9. The crews quarters will be treated with respect, both day and night. Disrespect of the crews quarters, in any way and in the opinion of the captain, is subject to loss of employment.

Discipline

The Company reserves the right to impose discipline against any employee, including dismissal at any time, for behavior it deems inappropriate.

Work Conduct Warnings

A department head who is dissatisfied with an employee's job conduct may issue that employee a written warning. A copy of the warning will be placed in the employee's file in the administrative office. Employees may review their files. These written warnings will be considered in termination decisions.

Gross Misconduct, Which May Result in Immediate Dismissal

Some offenses are so serious that they can result in immediate dismissal. The following are examples of conduct which may result in immediate dismissal:

1. Theft, attempted theft, or unauthorized removal from the vessels and/or wharf area without authorization, of food, beverages, Company property, tickets, vouchers, equipment, tools or property of another employee or passenger.
2. Possession, consumption, or use of alcoholic beverages or drugs or being under the influence of alcohol or drugs on the vessels or wharf areas. Marijuana is a drug under the terms of this policy. Reporting to work under the influence of drugs or alcohol is also forbidden.
3. Discourtesy, profane or abusive language either directed at or within hearing distance of fellow workers or passengers. A courteous, helpful attitude is most important to our Company goals.
4. Willful falsification of Company records, including job applications, time cards, and payroll records, requisitions, etc.
5. Failure to carry out job requests, duties or assignments. And/or insubordination to a supervisor, department head or member of management.
6. Willful or careless destruction of or damage to any property of the Company, fellow employee or passenger.
7. Having someone else punch in or out for you or punching in or out for someone else. Punching someone else's timecard for any reason.
8. Instigating fighting, and/or acts of violence, fighting and/or acts of violence.
9. Possession of a weapon which includes any object deemed offensive by the Company's management. The Steamboat Company has the right to dismiss an employee for criminal acts which occur off the Steamboat's property.
10. Being on the dock or vessels for more than 30 minutes prior to scheduled starting time or more than 30 minutes after punching out. This regulation does not apply to hands sleeping aboard their respective vessels.
11. Receipt of excessive messages, personal telephone calls or visitors during working hours.
12. Failure to adhere to the written rules, regulations, policies and procedures of the Steamboat Company.
13. Abuse of any of the privileges offered to the employees of the Steamboat Company.

14. Indecent conduct, before either your fellow employees or our passengers, is within the determination of your vessel's captain and he can take whatever steps he deems necessary in the particular circumstance.
15. Absenteeism and tardiness of any employee.
16. Harassment of another employee or of a passenger.
17. Employees are not permitted to consume alcoholic beverages, at any time, on the company's vessels, on the Steel Pier or in the Station's parking lots. Employees are not permitted, at any time, to possess alcoholic beverages aboard the company's vessels. Violation of these rules will result in dismissal and dismissed employees will not be brought back.
18. Any other conduct the Company deems inappropriate.

This listing is not intended to enumerate every possible infraction which may result in disciplinary action or dismissal.

Night Watchmen and Crews' Curfew

1. The Steamboat Company employs night security from 9 p.m. until 4 a.m. each night of the operating season. These watchmen are off-duty deputies of the Warren County Sheriff's Department. They submit a weekly Security Incident Report to Steamboat's management.
2. Crewmembers living aboard the ships must be back aboard their vessels by 1 a.m. This curfew is overseen by our security force.

Smoke Free Environment

Both the employees of Lake George Steamboat Company and the passengers who sail on our vessels are entitled to enjoy their employment and cruises in environments free from second hand tobacco smoke.

Thus, with respect to passengers, the Food and Beverage Director will establish smoke free dining areas for SAINT SACREMENT passengers.

Employees will not smoke tobacco products (cigarettes, cigars, pipes) anywhere in Company buildings, aboard Company vessels or on the Steel Pier except in the following three designated smoking areas:

1. On the wooden walkway along the north face of the pier.
2. Food and Beverage employees may smoke on the top, open deck of the SAINT SACREMENT when the vessel is underway. But no more than three may gather at once. The ship's captain will monitor this deck.
3. At the designated smoking area behind the Station building.

Consumption of Alcoholic Beverages Forbidden

Steamboat employees may not consume, at any time, alcoholic beverages while aboard the MOHICAN, the MINNE-HA-HA or on the LAC DU SAINT SACREMENT. Every employee riding the vessels, whether on or off duty, may be required to perform emergency duties. There will be no consumption of alcoholic beverages on the Steel Pier or within the buildings on the pier. There will be no alcoholic beverages consumed in the Station building or in the Company's parking lots behind the Station building.

Authority of Captains

Aboard each of our vessels, the captain is the final authority. The captain of each vessel is entirely responsible for the safety and well being of all persons aboard his ship. The captain is the authority aboard and his orders must be obeyed by all personnel assigned to his ship, no matter what department.

Job Related Injuries

Any employee who is injured on the job must report the accident immediately to the captain or their department head. You will then be immediately attended to or taken to the hospital for medical treatment.

When the injured employee has been attended to the captain or department head who was first notified will fill out the Steamboat Company's accident report form in which the accident will be fully documented.

Grievance Procedures

If, at any time, you feel that you are receiving unfair treatment or have a complaint about working conditions and policies, the first step is to call the problem to the attention of your department head. If you cannot get a satisfactory response, you should contact the general manager as soon as possible at the administrative office on the Steel Pier. Anyone who is disciplined or terminated by a department head or supervisor may appeal the decision to the general manager.

Annual Evaluations

Annual performance evaluations of year-round personnel, captains, pilots and engineers will be conducted by the Company's president and the general manager.

Swimming

Swimming off the Lake George Steamboat Company's Steel Pier is prohibited. Diving off the ships is strictly forbidden.

Personal Property

The Steamboat Company will not be responsible for the employees' personal belongings. Be especially watchful of your personal property. Keep all personal property under lock and key.

VACATION, LEAVE AND PAY POLICIES

The following policies apply only to year-round employees. Subjects pertinent to seasonal employees are noted, as they might occur, in the individual sections below.

Vacation

All year-round employees are entitled to two (2) weeks paid vacation per year after one (1) full year of service. After completion of four (4) years of service, employees are entitled to three (3) weeks paid vacation per year. All eligible personnel must request scheduling of vacation time from the general manager at least thirty (30) days in advance.

Vacation time will not accrue from one year to the next, nor will vacation pay.

If separation from employment occurs due to misconduct, or without giving two weeks' prior notice, no vacation time will be paid.

Jury Duty

If an employee is summoned to jury duty on a date when he is regularly scheduled to work, the company will pay that employee his/her regular wage for that day up to forty (\$40.00) dollars per day for the first three (3) days only. Furthermore, year round employees who are summoned to such duty during regularly scheduled working hours will be paid wages for those hours missed from work up to a maximum of forty (40) hours. If dismissed early you must report back to work. In order to be paid for time off for jury duty you must submit written court verification of time served on jury duty.

Military Leave

A maximum of two (2) weeks active duty may be taken without pay by a military reservist (without loss of vacation, or other benefits in the case of year-round employees).

Maternity Leave

A maternity leave of absence without pay will be given to year-round employees for up to six (6) months after childbirth.

Pay Increases

Wages and salaries are reviewed annually, in the case of all employees.

Holidays

All federally mandated holidays are observed, from each November 1st through the following May 1st (Veteran's Day, Thanksgiving Day, Christmas Day, Martin Luther King's Birthday, Washington's Birthday). During our operating season, May 1st through the end of October, the demands of our business necessitate that we operate on holidays.

Sick Leave

Year-round employees will be given up to five (5) days of sick related absence each year, at full pay. Sick days do not accrue from year to year. At the time of separation from employment, sick leave days will not be paid.

Personal Time

Year-round employees are allowed three (3) personal days each year, at full pay. Personal time does not accrue from year to year. At the time of separation from employment, personal time days will not be paid.

Hours

Working hours will be scheduled as necessitated by the demands of our business.

Overtime

All applicable federal and state statutes are adhered to in the scheduling of, and payment for, hours worked.

Family and Medical Leave

The FMLA allows eligible employees who are covered under the Act to take up to twelve (12) weeks of unpaid leave each year for family and medical reasons, as defined in the Act, with job protection as provided in the Act.

For more information concerning the FMLA and a copy of the Company's FMLA policy, please contact your supervisor.

OTHER BENEFITS

Meals

The meal policy of the Lake George Steamboat Company is as follows:

i. Breakfast

All employees will secure their own breakfasts, as they wish and off premises, before reporting to work.

ii. Lunch

On duty MOHICAN employees will receive their lunches from the MOHICAN snack bar.

On duty MINNE-HA-HA, ticket office, administrative office, warehouse, shop, and parking lot employees will receive their lunches from the SAINT SACREMENT galley, packed in individual boxes. Lunch counts must be turned in to the SAINT'S chef each day by 9:30 a.m.

On duty SAINT SACREMENT personnel get their lunch from the vessel's galley.

iii. Dinner

MOHICAN employees receive no dinner except on evenings when special trips are scheduled.

On duty MINNE-HA-HA, ticket office, warehouse, shop, and parking lot employees receive dinner from the SAINT SACREMENT galley. Dinner counts will be received by the chef each day by 4:30 p.m.

On duty SAINT SACREMENT personnel take their dinner from the vessel's galley. Do not go through the regular buffet lines.

iv. Off-Hours Food

On-duty employees may purchase and consume food and non-alcoholic beverages, between meals, at half (1/2) price at the vessels' respective snack bars, when those facilities are open for cruise business.

On-duty employees may have free sodas. Bottled water is not free, as there are water coolers available on the vessels and ashore.

Educational Benefits

The Company has a vital interest in your personal development. Anyone interested in trade schools, vocational-technical schools, college level courses, seminars, correspondence courses, schools for obtaining captain's and engineer's licenses, radar schools, etc., should discuss these interests with their department head. On an individual basis, Lake George Steamboat Company will consider reimbursing you for costs related to this training and will try to arrange work schedules to permit time for your studies.

The Company especially encourages all personnel to receive training in firefighting, First Aid, and CPR. Also encouraged is testing for New York State Mariner Licenses.

Gift Shops

All merchandise in the gift shops may be purchased at the employee discount of 25% off retail price.

Complimentary Cruises for Employees

All employees will be issued four (4) boarding passes with a maximum of two (2) people per pass, good for the season. Passes must be turned in at the ticket window in exchange for tickets. Passes are good for the cruise only. Meals may be purchased if desired. Employee passes may not be used for Fireworks Cruises. No extra passes will be issued, and passes will not be reissued if lost, stolen or washed.

Health and Life Insurance

All new year-round personnel who average at least thirty-five (35) hours per week (full-time) may be included in the Company's group hospitalization insurance plan after six (6) months of employment if they elect to participate and agree to pay a company determined portion of the premium by payroll deduction. Family plan and dependent coverage is also available at additional cost to the employee.

Steamboat 401(k) Savings and Retirement Plan

In 1992, the New Orleans Steamboat Company established a 401(k) Retirement Plan. Lake George Steamboat Company's year-round employees (having at least 1,000 hours per year) are eligible to join the plan (joining dates are 1 January and 1 July). Through payroll deductions eligible employees are able to save pre-tax dollars for their retirement. The 401(k) plan offers several investment vehicles for the employees to choose from in deciding how to invest their retirement savings.

Detailed information, including eligibility requirements, about New Orleans Steamboat Company's 401(k) savings and retirement can be obtained from the Lake George Steamboat Company's accounting office, second floor of the administrative building on the Steel Pier.

Reciprocal Pass System

The Lake George Steamboat Company has a reciprocal pass agreement with many of our area's attraction businesses. This pass is a privilege provided to each of our employees on an annual basis and will be issued to you. Upon presentation of this pass, you can receive discounts or free admission at all participating attractions for up to four (4) people. Do not surrender your pass, it should be stamped on the back and returned to you. Lost, stolen or washed passes will not be reissued. Reciprocal passes are not to be used on Fireworks Cruises.

Free Parking

Employees must obtain a parking permit from our parking lots' department head. You may then park in designated areas on Steamboat property.

Promotion of Employees

Lake George Steamboat Company seeks to advance employees whose skills, abilities, work habits and commitment have been well demonstrated. As opportunities develop, current employees will be given priority consideration. Steamboat, however, retains the right to make all hiring decisions and to hire candidates from outside when deemed in the Company's best interest.

LAKE GEORGE STEAMBOAT COMPANY POLICIES

NO SOLICITATION POLICY

It is the policy of Lake George Steamboat Company that no solicitations and/or distributions be allowed on the Company's property.

- 1) Persons who are not employees are not allowed on Company property to solicit for any causes nor are any such persons permitted to distribute printed material or literature for any causes on Company property.
- 2) Off duty employees are not allowed on Company property to solicit for any causes.
- 3) Employees shall not solicit other Company employees to engage in campaigning for any causes or organizations at any time.
- 4) Employees shall not solicit other employees for any purpose or engage in solicitation or campaigning for any causes or organizations during working time.
- 5) Employees shall not distribute printed material or literature at any time within Company property.
- 6) Employees shall not solicit, campaign, or distribute literature on behalf of any causes as allowed by these rules where solicitation, campaigning or distribution of literature interferes with other employees in the performance of their duties.
- 7) Employees who violate any of these rules shall be subject to appropriate disciplinary action up to and including discharge.

LAKE GEORGE STEAMBOAT COMPANY

HARASSMENT POLICY

Policy

It is Lake George Steamboat Company's policy that it will not tolerate harassment based on sex (with or without sexual conduct), race, color, religion, national origin, age, disability and protected activity (for example, opposition to prohibited discrimination or participation in the complaint process). This prohibition covers harassment by anyone in the workplace, including upper management, supervisors or co-workers.

Complaint Procedures

Each employee has not only a right, but a duty to report conduct which he or she believes may constitute harassment, and the Company will not condone or authorize any kind of retaliation against any employee who has made a good faith report of conduct which he or she believes may constitute harassment in violation of this policy. Employees should report alleged harassment to his or her immediate supervisor. If that person is unavailable or the employee believes that it would be inappropriate to contact his or her supervisor, the employee should immediately contact his or her department head or proceed directly to the Company's general manager. Aboard the vessels, complaints of harassment may also be brought to the captain.

Any supervisor, department manager or captain who becomes aware of any possible harassment will immediately investigate the matter in as discreet and confidential a fashion as possible. No person will be adversely affected in employment with Lake George Steamboat Company as a result of bringing a good faith complaint of harassment. Any employee at any level found to have engaged in harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

In addition to the Company's complaint procedures, employees may contact the Federal Equal Employment Opportunity Commission (EEOC) or the New York State Division of Human Rights.

LAKE GEORGE STEAMBOAT COMPANY

SEXUAL HARASSMENT POLICY

A. Policy

It is Lake George Steamboat Company's policy that there shall be no harassment of any employee based on an employee's sex. In furtherance of this policy, Lake George Steamboat Company does not condone and will not permit sexual harassment of any employee. All employees are expected to abide by this policy. Anyone who violates this policy will be subject to disciplinary action up to and including discharge.

B. Definition of Sexual Harassment

The Company strictly prohibits sexual harassment of employees. Sexual harassment has been defined as follows:

Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly, a term or condition of an individual's employment and (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such employee, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment refers to behavior of a sexual nature which is unwelcome and personally offensive to its recipients. Sexual harassment is a form of employee misconduct which is demeaning to another person and undermines the integrity of the employment relationship. The victim does not have to be the person at whom the unwelcome sexual conduct is directed.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute "sexual harassment" when:

- 1) submission to such conduct is made explicitly or implicitly a condition of an individual's employment;
- 2) submission to or rejection of such conduct is used as a basis for an employment decision affecting the employee, or

- 3) harassment has the purpose or effect of unreasonably interfering with the employee's work performance or creating an environment which is intimidating, hostile, or offensive to the employee.

For example, unwanted physical conduct, foul language, sexually oriented propositions, jokes or remarks, obscene gestures or the display of sexually explicit pictures, cartoons or other materials may be considered offensive to another employee and, thus, will not be tolerated.

All employees will be reasonably protected from harassment from passengers as well. Immediately report any occurrences to your captain or department head.

C. Complaint Procedures

Each employee has not only a right, but a duty to report conduct which he or she believes may constitute sexual harassment, and the Company will not condone or authorize any kind of retaliation against any employee who has made a good faith report of conduct which he or she believes may constitute harassment in violation of this policy. Employees should report alleged sexual harassment to his or her immediate supervisor. If that person is unavailable or the employee believes that it would be inappropriate to contact his or her supervisor, the employee should immediately contact his or her department head or proceed directly to the Company's general manager. Aboard the vessels, complaints of sexual harassment may also be brought to the captain.

Any supervisor, department manager or captain who becomes aware of any possible sexual harassment should immediately advise Steamboat's general manager who will handle such matters in a lawful manner to ensure that such conduct does not continue. All complaints of sexual harassment will be thoroughly investigated in as discreet and confidential a fashion as possible. No person will be adversely affected in employment with Lake George Steamboat Company as a result of bringing a good faith complaint of sexual harassment. Any employee at any level found to have engaged in sexual harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

In addition to the Company's complaint procedures, employees may contact the Federal Equal Employment Opportunity Commission (EEOC) or the New York State Division of Human Rights.

LAKE GEORGE STEAMBOAT COMPANY

DRUG FREE POLICY

The purpose of the Steamboat Company's drug free policy is to insure the safety of both our passengers and employees. To properly serve the safety and other needs of our passengers, our employees must all be alert and attentive. Therefore, you must not be under the influence or impaired by alcohol or drugs.

Thus, the Steamboat Company prohibits unauthorized use, possession, consumption, manufacture, distribution or sale of alcohol, drugs, including marijuana, or drug paraphernalia at any time while on the vessels, on the Steamboat properties or while performing any duties for Steamboat while off the properties. Any employee who does not adhere to these regulations will be subject to disciplinary action, up to and including termination.

LAKE GEORGE STEAMBOAT COMPANY

AMERICANS WITH DISABILITIES ACT

The Steamboat Company supports and adheres to the policies and guidelines of the Americans with Disabilities Act (ADA). Steamboat judges qualified applicants and employees by their abilities, without regard to their disabilities.

RECEIPT OF EMPLOYEE HANDBOOK

Note:

The supervisor will have the employee sign this receipt and will then tear this page out of the handbook; the supervisor will then insure that it becomes a permanent part of the employee's personnel file.

I acknowledge having received a copy of the Lake George Steamboat Company Employee Handbook.

I understand that it is my responsibility to completely read the handbook and ask my supervisor any questions that I may have about the Company's policies, rules or procedures.

Furthermore, I agree to accept the policies, rules and procedures in the Employee Handbook and any amendments thereto as a condition of my employment.

Printed Name

Social Security Number

Signature

Date